

BILINGUAL PROGRAM ASSISTANT – CASE MANAGEMENT



Our agency strives to embody the concept of trauma-informed, resilience-oriented services, both internally and externally with our clients, customers and community partners.

POSITION PURPOSE (DEFINITION)

Under the supervision of the Bilingual Intake Supervisor, performs basic level case management eligibility tasks and provides administrative and clerical support and services for Child Care Services by implementing administrative systems; provides a variety of interpretation, translation, and community services for members of the general public and for Changing Tides Family Services' staff in verbal and written Spanish and English, ensuring procedures and policies are followed; monitoring administrative projects, maintaining client and staff confidentiality; and providing high quality customer service, performs other duties as assigned. This position is not eligible for Changing Tides Family Services' Bilingual Stipend.

Essential Functions

All general administrative and clerical duties and specific duties related to site and workgroup assignment including:

- Greets community members and clients who come to agency buildings; receives and screens incoming phone calls, faxes, and e-mails. Provides a quick assessment of individual's needs and assists in reaching the appropriate agency staff member or resource by accurately responding to questions regarding services offered by Changing Tides Family Services
- Provides excellent customer service to individuals of diverse cultural backgrounds and needs. Responds sensitively to members of the public, including those who may be distressed; or non-English speaking, or have intellectual disabilities. Communicates in a professional manner with staff, management, clients, and vendors
- Provides translation and interpretation services for a variety of Changing Tides Family Services programs, as directed by supervisor
- Effectively communicates verbally and in writing with parents, child care providers, supervisor, and co-workers
- Performs general clerical duties to include but not limited to photocopying, faxing, mail distribution. and filing. Uses appropriate software, including Microsoft Office, to complete related duties, including entering and extracting data; creating and modifying documents; managing emails and scheduling
- Enters client information into a computer system or database; updates information as necessary; maintains familiarity with software used for the creation and maintenance of family files, provider files and correspondence
- Assembles hardcopy files and ensures entry in database is accurate
- Applies established rules and guidelines for Child Care Services eligibility determination; calculates income and verifies information from other agencies and sources; confers with supervisory staff in the most complex cases
- Monitors the ongoing eligibility of clients, including for recertification status
- Analyzes family income for comparison with the family fee schedule

Kerry Venegas, Executive Director | Caitlin Scown, Deputy Director

Child Care Services/Subsidies/Referrals | Special Needs Services | Mental Health Services | Parent Supports

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- Promptly places new families on waiting/eligibility lists for other subsidized programs, as appropriate
- Assists in maintaining and updating subsidy eligibility lists
- Provides child care referrals in accordance with established policies and procedures
- Creates written materials including reports, correspondence, invoices, forms, and other documents. Proofreads and checks typed materials for accuracy, completeness, and compliance with standard procedures for grammar, punctuation, and spelling
- Prepares and accurately maintains a variety of complex reports and records related to Child Care Services program requirements. Provides related information in a timely manner, as required
- Maintains inventory of agency equipment and supplies, including tracking assigned equipment and sign out sheets; checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; receiving and verifying receipt of supplies as per agency policies and procedures
- Assists program staff with organizing workshops, classes, and/or materials including support with flyers, publicity, and registration
- Provides coverage for other administrative positions and sites as needed, as well as acts as support for the Administrative Assistant as assigned
- Exercises initiative and sound judgment
- Effectively prioritizes work tasks and communicates with supervisor regarding progress
- Must be able to remain productive and efficient despite constant interruptions and multiple urgent tasks
- Communicates to supervisor any suspicious activity such as child or elder abuse, fraud, etc.
- Complies with Changing Tides Family Services Personnel Policies and Procedures and other formal Changing Tides Family Services guidelines and policies.
- Maintains confidentiality of personally identifiable information pertaining to clients or customers of Changing Tides Family Services; confidentiality of employee information, confidentiality of income or eligibility/need information related to parents or child care providers, and other confidential information

QUALIFICATIONS

Desirable Education and Experience

Two years' experience working in a fast-paced office environment which included: phone work, greeting responsibilities, use of correct English both verbally and in writing, standard business arithmetic including percentages and decimals, confidentiality, and operating standard office equipment including multi-line telephone system, personal computer, copier, facsimile equipment, shredder, and calculator/adding machines. AA degree desirable.

Other Requirements:

- Ability to sit for extended periods of time and use a computer while answering telephones
- Must be able to pass a criminal history fingerprint clearance at the DOJ and FBI level
- Possession of a valid California driver's license, current automobile insurance, a vehicle for work and a driving record consistent with agency insurance carrier requirements
- May require the transport of electronic equipment to be used at work sites throughout Humboldt County; would require the lifting of individual electronic components (up to 35 lbs.) in the process of setting up remote work sites.